

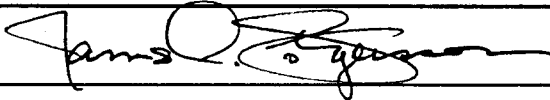
**TO: HONORABLE MAYOR AND
CITY COUNCIL**

FROM: Katy Allen

**SUBJECT: NEW CIVIC CENTER COMMUNITY
OUTREACH EFFORTS
(Rules Committee Referral No. 4-16-03-B1)**

DATE: 04-22-03

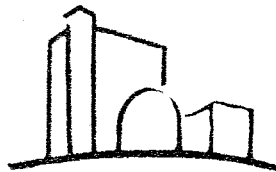
Approved



Date

4.22.03

INFORMATION



The New San José Civic Center


At the April 16, 2003 Rules Committee, staff was requested to prepare an update on Community Outreach efforts and the questions, complaints and suggestions that have been received on the New Civic Center Project.

- ◆ THE PROJECT TEAM PROVIDES SEVERAL ALTERNATIVE METHODS AND SOURCES FROM WHICH THE COMMUNITY CAN OBTAIN INFORMATION OR SUBMIT QUESTIONS, COMPLAINTS AND SUGGESTIONS:

Construction Superintendent: Todd Taylor, cell 210-9745
New Civic Center Office: Linda Mitchell, 794-6201
Project Hotline, City's Customer Service Center: 277-4000
RDA Information Center: 277-4689
Department of Transportation, Zahir Gulzadah: 277-3675, cell 887-0719
Web Email
New Civic Center email box

- ◆ QUESTIONS, COMPLAINTS AND OR SUGGESTIONS RECEIVED TO-DATE FROM ALL SOURCES INCLUDE:

Bid Questions and Requests: 6 emails, 4 calls
Occupancy Questions: 1 email
Questions/Suggestions regarding amenities/building features: 9 emails, 4 calls
Question regarding Grand Opening Participation: 1 email

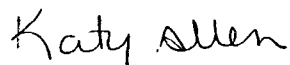
cc: S. Russell 

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♦ COMMUNITY OUTREACH:

- Parking and Traffic Committee (PTC) meets Bi-Monthly on the 3rd Wednesday of the month at First United Methodist Church, 24 North 5th Street. The agendas include:
 - 1) Off Site Employee Parking Garage Updates
 - 2) Traffic Calming and Downtown Access Reports
 - 3) New San José Civic Center Project Status
 - a) Utility Construction Coordination Status
 - b) Traffic Plan
 - 4) Public Comments
- Turner/Devcon employs an onsite Project Superintendent who has developed a working relationship with the surrounding community. The community may drop in, call a cell phone or email request for information and complaints.
- Messages are screened and forwarded to the appropriate staff who research the request/complaint and respond accordingly.
- Utility Coordination Meetings are held weekly to ensure that the community is made aware of the work being conducted, start and end dates, and the mitigation measures to be taken. Outreach contacts from all sources exchange contact information, so that each organization can respond to requests or complaints in a knowledgeable manner.
- Department of Transportation (DOT) requires each Utility Company to present a flyer that will be distributed prior to issuing the permit for work to begin. Zahir Gulzadah in DOT maintains a confidential email list and distributes regular updates on traffic issues.

We actively monitor community concerns and work to maintain quality relationships with the surrounding neighborhoods. As these relationships form, we continue to see a decline in complaints.



Katy Allen
Director, Public Works Department